



POLICY TITLE: WORKPLACE VIOLENCE PREVENTION		PAGE 1 OF 7
CHAPTER: General Administrative		
	CHILD AND FAMILY SERVICES AGENCY  Approved by: _____ Signature of Agency Director	PROFESSIONAL STANDARDS
EFFECTIVE DATE:	LATEST REVISION: August 17, 2005	Approved by legal on: July 8, 2005

I. AUTHORITY	The Director of the Child and Family Services Agency (CFSA) adopts this policy to be consistent with the Agency's mission and applicable Federal and District of Columbia laws and regulations including the Occupational Safety and Health Act.
II. APPLICABILITY	All agency employees and contracted personnel.
III. RATIONALE	<p>The Child and Family Services Agency promotes a safe work environment for all employees, non-CFSA personnel, and agency volunteers and/or visitors.</p> <p>The Child and Family Services Agency strives to maintain an environment free of violent acts or threats towards employees, or by employees towards others.</p> <p>The Child and Family Services Agency shall act to protect employees and non-CFSA personnel through prevention, intervention, and employee training on violence prevention.</p> <p>The Child and Family Services Agency is committed to creating a constructive and safe workplace environment to further the CFSA mission of permanence, safety and well-being to children and families.</p>
IV. POLICY	<p>It shall be the policy of the Child and Family Services Agency to do the following:</p> <ul style="list-style-type: none"> A. Provide a safe work environment, dedicated to the CFSA mission, free of violence, threat from of violence, or other disruptive behavior; B. Prohibit violence against staff by other coworkers, or contracted non-CFSA personnel; C. Prohibit violence by CFSA staff toward coworkers, non-CFSA personnel, or customers/clients; D. Promote the professional responsibility of staff in preventing violence; E. Provide a format to investigate all reported incidents of workplace violence in a timely manner; F. Provide training and education for employees in the recognition and prevention of workplace violence; G. Provide an effective means to reduce violence in the workplace; and H. Prohibit all forms of workplace violence.

V. CONTENTS	A. Definition of Work Place Violence B. Employee Responsibilities C. Supervisor & Manager Responsibilities D. Risk Manager Responsibilities E. Human Resources Responsibilities F. CFSA Director Responsibilities G. Confidentiality Statement H. Incidents Involving Children I. Intervention
VI. PROCEDURES	Procedure A: Definitions of Workplace Violence An act of workplace violence may include direct acts of violence, the proposed threat of violence, or other disruptive behaviors that happen in the work place environment. Violent acts or behaviors may be directed towards CFSA employees, or perpetrated by CFSA employees towards other coworkers, contracted non-CFSA personnel, or customer/clients. The workplace environment shall be defined as any place where a CFSA employee, vendor, contractor, agent, temporary worker or volunteer is executing the responsibilities and duties of his/her job, including agency offices or any field location. Violent incidents or threats include a broad scope of serious behavior, and may include, but are not limited to the following: <ol style="list-style-type: none"> 1. Assault: The intentional use of physical injury, (impairment of physical condition or substantial pain) to another person, with or without a weapon or dangerous instrument. 2. Criminal Mischief: Intentional or reckless damaging of the property of another person without permission. 3. Disorderly Conduct: Intentionally causing public inconvenience, annoyance or alarm or recklessly creating a risk thereof by fighting (without injury) or threatening behavior or making unreasonable noise, shouting abuse, misbehaving, disturbing an assembly or meeting or persons or creating hazardous conditions by an act which serves no legitimate purpose. 4. Harassment: Intentionally striking, shoving or kicking another or subjecting another person to physical contact, or threatening to do the same (without physical injury). Also, using abusive or obscene language or following a person in about a public place, or engaging in a course of conduct which alarms or seriously annoys another person. 5. Larceny: Wrongful taking, depriving or withholding property from another (no force involved). Victim may or may not be present. 6. Menacing: Intentionally placing or attempting to place another person in fear of imminent serious physical injury.

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	<p>7. Reckless Endangerment: Subjecting individuals to danger by recklessly engaging in conduct which creates substantial risk of serious physical injury.</p> <p>8. Robbery: Forcible stealing of another's property by use of threat of immediate physical force. (Victim is present and aware of theft).</p> <p>9. Sex Offense: Public Lewdness: Exposure of sexual organs to others. Sexual Abuse: Subjecting another to sexual contact without consent. Sodomy: A deviant sexual act committed as in rape. Rape: Sexual intercourse without consent.</p>
	<p>Procedure B: CFSA Employee Responsibility</p> <p>CFSA employees shall cooperate in establishing a safe workplace environment for themselves, co-workers, volunteers and customers/clients. Employees shall conduct themselves in a professional, courteous and respectful manner at all times. Employees shall:</p> <ol style="list-style-type: none"> 1. Safely work in accordance with DC Office of Personnel policies, and the established CFSA employee policies and procedures, including acceptable standards of professional conduct; 2. Attend required workplace violence prevention training; 3. Refrain from any type of inflammatory behavior, which may escalate into a more serious violent incident; 4. Report all instances of workplace violence immediately, according to the Unusual Incident Policy (See also Unusual Incident Policy); 5. Cooperate fully with CFSA officials and the Police in the investigation and the prosecution of violent incidents in the workplace; 6. Notify supervisor(s) immediately of any application for and issuance of a protective or restraining order, which lists the CFSA workplace environment as being a protected area; 7. Report to supervisor(s) when they are charged with any crime of violence; 8. As much as possible, protect confidentiality of co-workers involved in workplace violence; and 9. All employees shall be trained on expected professional standards through the Workplace Violence Prevention Training Program
	<p>Procedure C: CFSA Managers and Supervisor Responsibilities</p> <p>CFSA Managers and Supervisors shall work to establish a safe workplace environment for all CFSA employees and clients. They will take all actual incidents of violence and suspected threats seriously, and respond immediately. Managers and Supervisors shall:</p> <ol style="list-style-type: none"> 1. Ensure employees are familiar with CFSA employee policies and procedures, the D.C. Office of Personnel policies, as well as the standards for professional conduct;

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	<ol style="list-style-type: none"> 2. Be aware of the general signs and symptoms of an employee who is at risk or is displaying potentially violent behavior; 3. Respond promptly to immediate dangers to employees or others in the workplace, whether perceived by the reporter or clearly evident; 4. Investigate and report instances of violence in the workplace according to established Unusual Incident Policy (See also Unusual Incident Policy). At a minimum, notify the CFSA Risk Manager or Human Resources Administrator and follow the guidance from the CFSA Risk Manager or Human Resources Administrator; 5. To resolve an internal episode involving employee violence, take appropriate administrative action as applicable to D.C. Office of Personnel policies, Union Contract provisions, etc.; 6. Protect the confidentiality of workplace violence incidents as much as possible, including the prevention of retaliation against employees for reporting.
	<p>Procedure D: Role of the CFSA Risk Manager</p> <p>The CFSA Risk Manager will provide expert resources and knowledge for the prevention, intervention, and resolution of violent incidents or threats in the CFSA workplace. CFSA Risk Manager shall:</p> <ol style="list-style-type: none"> 1. Serve on and assist with the development of the Workplace Violence Prevention Team; 2. Assist the Human Resources Administrator with the development of the Workplace Violence Prevention Training Program, and provide violence prevention training to employees; 3. Assist with the investigation of workplace violence incidents; 4. Brief the CFSA Director and Human Resources Administrator or their designees as required of specific incidents; and 5. Develop and maintain unusual incident notification procedures and ensure employees are aware and have access to the procedures (See also Unusual Incident Policy).
	<p>Procedure E: Role of the CFSA Human Resources Administrator</p> <p>The CFSA Human Resources Administrator, or their designate, will work to intervene, mediate, and prevent violence in the workplace. They will have the overall responsibility for maintaining this policy and for identifying resources for development and implementation of training programs and violence prevention measures. CFSA Human Resources Administrator shall:</p> <ol style="list-style-type: none"> 1. Provide administrative interpretation concerning personnel rules, policies and procedures; 2. Assist with the development of the Workplace Violence Prevention Training Program, and oversee violence prevention training for employees; 3. Serve on the Workplace Violence Prevention Team;

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	<ol style="list-style-type: none"> 4. Instruct the investigation of workplace violence incidents; 5. Brief the CFSA Director or designee as required of specific incidents; and 6. Develop and maintain unusual incidents notification procedures and ensure employees are aware and have access to the procedures (See also Unusual Incident Policy).
	<p>Procedure F: Role of the CFSA Director</p> <p>The CFSA Director shall lead CFSA employees and staff in violence prevention and violence intervention efforts. The CFSA director shall abide by all established criteria D.C. Office of Personnel for the management of violence in the workplace. CFSA Director shall:</p> <ol style="list-style-type: none"> 1. Establish and maintain a viable Workplace Violence Prevention Program; 2. Appoint a senior management official to lead the Workplace Violence Prevention efforts; 3. Ensure that all employees receive Violence Prevention Training; 4. Ensure the development and maintenance of a Workplace Violence Prevention Team within CFSA; 5. Support supervisors and managers involved in responding to actual or suspected incidents of workplace violence in their efforts to provide for the well being of employees and clients; and 6. Ensure written unusual incident notification procedures are developed and communicated throughout CFSA (See also Unusual Incident Policy).
	<p>Procedure G: Confidentiality Statement</p> <p>CFSA will protect the privacy and confidentiality of individuals who are victims of violence, those who report violence, and those who are being investigated for suspicion of violence behavior. CFSA Managers shall:</p> <ol style="list-style-type: none"> 1. Limit the sharing of individual information during investigations. Identifying information may be disclosed on a “need to know” basis for the purposes of investigation; 2. Protect all employee file information from public disclosure; 3. Attempt to limit the internal spread of confidential information amongst employees; 4. Attempt to protect individuals who are victims of violence, those who report violence, and those who are being investigated for suspicion of violence behavior from retaliation; and 5. Inform employees of individual information if there is likely cause of violence to occur. This information may be publicly shared to protect other individuals from likely harm.

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	<p>Procedure H: Involvement of Child in Violence</p> <p>Violent incidents involving children or adolescents on CFSA premises will be taken extremely seriously. These incidents will be reported, investigated, and prosecuted.</p> <ol style="list-style-type: none"> 1. All incidents of violence involving children or adolescents shall be reported to the Metropolitan Police Department; 2. An employee that witnesses this act shall report directly to the supervisor/employee responsible for the child's case; 3. All appropriate efforts will be taken to ensure the safety and protection of the child; 4. CFSA will thoroughly and efficiently investigate all allegations of violence against children; 5. In the case that an employee is the perpetrator of violence towards a child immediate disciplinary action will be taken.
	<p>Procedure I: Intervention</p> <p>In the event that a CFSA employee is threatened by violence, it is imperative that the employee take the following steps to minimize harm to self and others:</p> <ol style="list-style-type: none"> 1. In violent or potentially violent situations ALL CFSA employees shall: <ol style="list-style-type: none"> a. Utilize the support of security, supervisors, the Risk Manager, and other resources for a safe and peaceful resolution; b. Safely remove themselves from violent situations; and c. Report violent situations to the necessary authorities for reporting and protection. 2. In the event that an employee is confronted by a hostile customer/client, the employee shall: <ol style="list-style-type: none"> a. Remain calm; b. Be courteous, respectful and helpful; c. Provide customer/client with another resource to vent their frustrations (call supervisor). d. Remain on Agency property/in Agency vehicle, if deemed to be safe, when clients are frustrated and become confrontational. e. Contact local police for assistance. f. Report incident according to the Unusual Incidents Policy (See also Unusual Incident Policy).

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	<p>3. In the event that a CFSA employee is confronted by a hostile co-worker, the employee shall:</p> <ul style="list-style-type: none"> a. Remain calm; b. Do NOT act to escalate the violent situation; c. Signal a coworker or supervisor that help is needed; d. Contact security personnel for assistance; e. Report incident according to the Unusual Incidents Policy (See also Unusual Incident Policy).
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